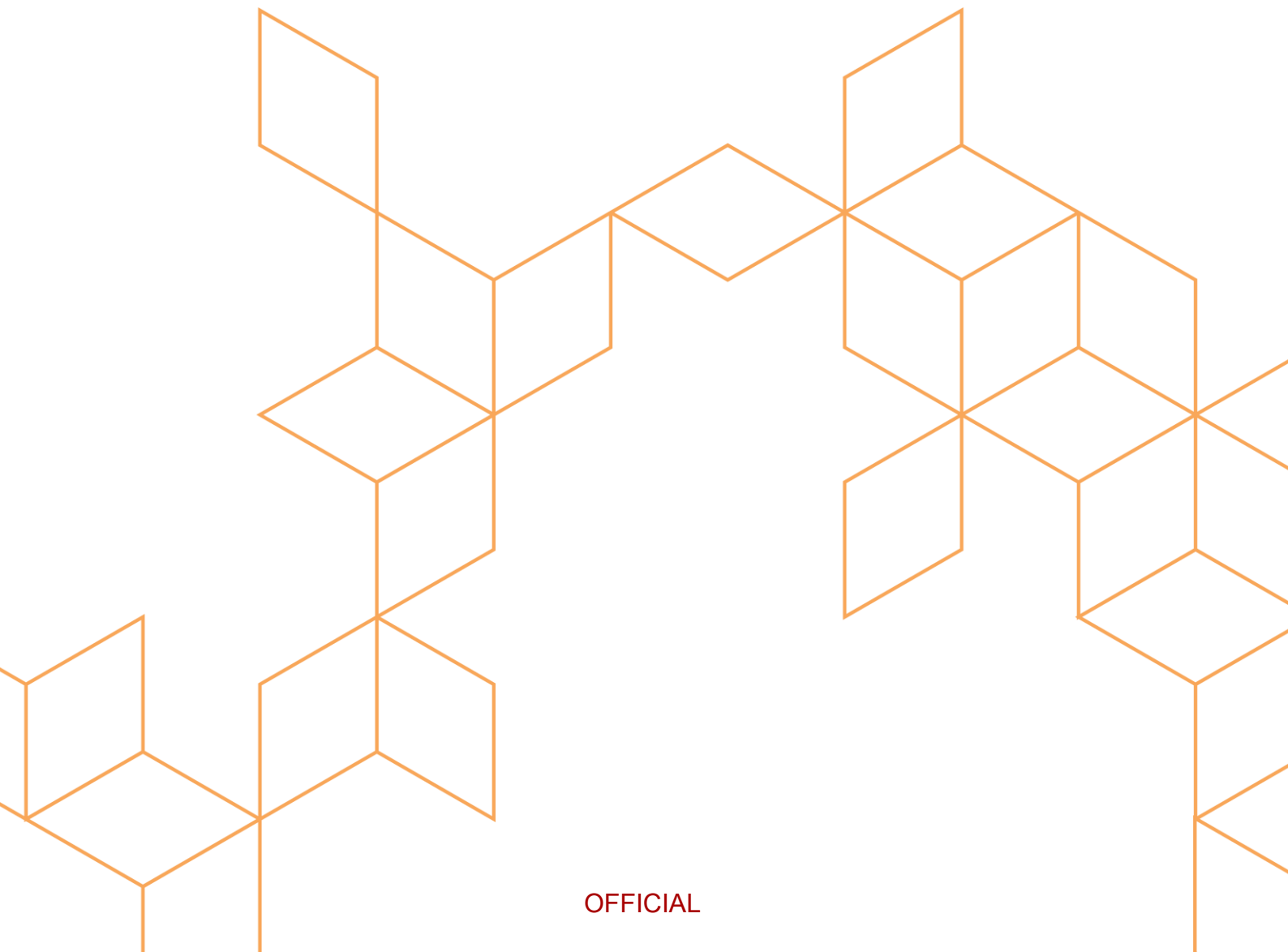


Health and Safety Representative training

Approved training provider guidelines







This publication is licensed under a Creative Commons Attribution Australia Licence v3.0. For terms see: <http://creativecommons.org/licenses/by/3.0/au/deed.en>.

Disclaimer | While care has been taken to ensure the accuracy and currency of the information in this publication, at the time of reading it may not be sufficiently accurate, current or complete to suit your individual needs. Reliance on the information in this publication is at your own risk. SafeWork SA accepts no liability for any loss resulting from your reliance on it. To best meet your work health and safety obligations refer to current Acts, Regulations and Codes of Practice.

Version 1.3 – updated: 19 September 2026

Table of Contents

Introduction	4
1. Course development	4
2. Application and approval process	5
3. Trainer qualifications	8
4. Conditions of approval	8
5. Renewal of approval	11
6. Compliance monitoring and enforcement	11
7. Collection of personal information	12
8. Underpinning principles	12
9. Learning objectives and outcomes	14



Introduction

Health and Safety Representatives (HSRs) in South Australia are entitled to undertake a training course approved by SafeWork SA, as outlined in the Work Health and Safety Act 2012 (WHS Act).

HSR training should provide HSRs the knowledge on the powers and functions as prescribed under the WHS Act and *Work Health and Safety Regulations 2012* (WHS Regs).

HSR training is not a mandatory requirement under the WHS Act. However, if a HSR requests training a PCBU must allow this to occur. A HSR has the right to attend an approved HSR training course of their choice in consultation with their PCBU.

To ensure an effective and consistent approach to the development and delivery of HSR training across all jurisdictions, all harmonized WHS regulators have adopted the same underpinning principles and learning objectives set out within this guide.

This document is intended to assist training providers in developing course content and to apply for approval by SafeWork SA to deliver HSR training in South Australia.

The requirements outlined in this document apply to all applications for approval of HSR training courses under the WHS Act made to SafeWork SA from 19 September 2026. To ensure national consistency and continuous improvement, the conditions and requirements will be reviewed and updated by the Regulator when necessary.

1. Course development

- 1.1 Training providers must develop their course material based on the learning objectives and outcomes, outlined in the ***HSR Training - Learning objectives and outcomes guidelines***, as well as the underpinning principles in this document, as they provide the context for designing and writing content.
- 1.2 You will be required to provide explanation on how your course materials meet these learning objectives and outcomes as part of the application process using the appropriate ***HSR Training - Learning objectives matrix***.

Note: all guidelines and other supporting documents mentioned in this guide can be found on the SafeWork SA website **safework.sa.gov.au**

1.3 Course duration

HSRs and deputy HSRs in South Australia are entitled to attend approved training during each year of their three-year term of office. The WHS Act [Section 72(9)] prescribes the following entitlements:

- 5 days WHS training in the first year of office
- 3 days WHS training in the second year
- 2 days WHS training in the third year.

The training entitlement in South Australia is higher than the national model WHS provisions that entitle HSRs to only one day of training in the second, third and subsequent years.

- 1.4 Training entitlements are the same for those HSRs and deputy HSRs who are re-elected for a second 3-year term of office.



1.5 Course outlines

Refer to the ***HSR Training - Learning objectives and outcomes guidelines*** for course learning objectives and outcomes.

- 5-day course

The objective of this course is to grow the knowledge and skills of participants, supporting elected HSRs to fulfil their role, perform their functions and exercise their powers. The expected learner application for each learning outcome provides guidance on inclusions such as activities, case studies, discussions and skills practice sessions.

HSRs cannot issue provisional improvement notices (PINs) or direct others to cease work unless they have completed 5-day training in their first year.

- 3-day course

This course aims to extend the range of skills and knowledge acquired in the first-year course. Prior to development of your course materials, you will need to decide on the specific hazards about which you will deliver training as part of this unit.

You must ensure that participants provide proof – an original or copy of their certificate of completion – of having completed the initial 5-day course of training or a bridging course.

- 2-day course

This course aims to add and extend the range of skills and knowledge acquired in the 5-day and 3-day courses. An important feature of the course design is the flexibility of topics to enable participants to select areas directly relevant to their workplace management structure and own experience.

- 1-day courses

These courses cover a WHS Refresher and six topic-specific options including:

- Consultation Processes
- Contributing to Workplace Health and Wellbeing
- Fatigue Management
- Inappropriate Behaviours
- Inspections and Incident Investigation
- Policy and Procedures.

2. Application and approval process

- 2.1 You need to complete the Application form (located on the SafeWork SA website) to apply for SafeWork SA approval to conduct HSR training in South Australia.



2.2 Approval is subject to training providers submitting training course materials for the first year/5-day course as a minimum. Ideally all training providers should be capable of offering all levels of training.

2.3 Who can apply

A registered training organisation, company or sole trader may apply for approval to deliver HSR training.

2.4 Fees

A non-refundable fee of \$1000 is payable with the lodgement of an initial application.

If an application is unsuccessful after a first and second assessment, a new application and application fee is required.

There is no application fee for approvals following the first 5-day course approval (3, 2, 1-day courses or renewals).

Once a course is approved, a training provider may make minor changes to the course (e.g. updating legislative changes) without reapplying or paying additional fees. Any significant changes to the course during the approval period will require a new application.

2.5 What to submit

You must include with your application:

- a completed Application form (located on the SafeWork SA website)
- the proposed training course materials, including:
 - course timetable
 - session plan (content, delivery approach, duration of exercises and activities, trainers' notes)
 - participant exercises and activities
 - supplementary materials proposed to be used (e.g. handouts, PowerPoint presentations, videos/DVDs)
 - method of recording attendance
 - participant evaluation form and evaluation processes
 - sample certificate of attendance
- a completed **HSR Training - Learning objectives matrix** that demonstrates where each prescribed learning outcome has been covered in the course.
- evidence of trainer's qualifications and experience

Only complete applications will be assessed.



2.6 Application assessment

Applying procedural fairness requirements, applications are assessed by SafeWork SA against the requirements outlined in these guidelines and the ***HSR Training - Learning objectives and outcomes guidelines***. When considering an application, SafeWork SA may consider:

- content and quality of the training materials, and their relevance to an HSR's powers and functions
- capability and capacity of the applicant to be a provider of training
- qualifications, knowledge and experience of the trainer(s) who will deliver the training.

SafeWork SA may need to verify the information you submit, ask you to provide further details and/ or consider information from WHS regulators across Australia.

You will be notified if your application does not meet the approval requirements as well as provided with an opportunity to make corrections and resubmit it. If approval is not granted after a second submission, a 12-month waiting period applies before another application can be made.

All decisions will be notified in writing.

2.7 Period of approval

Approval is granted for a period of up to five years. During that time all conditions of approval must continue to be met, including trainer qualifications and course requirements, which are subject to monitoring by SafeWork SA.

2.8 Offering training in more than one jurisdiction

To conduct HSR training in more than one jurisdiction (commonwealth, state or territory), you need to make an initial application for approval to the WHS regulator in the jurisdiction where you intend to conduct most of your training, or where your head office or registered business address is located.

Information about any other state or territory in which you have received approval, or intend to deliver HSR training, should be attached to your initial application.

Once you have received approval in one jurisdiction, you can apply for approval in others. Your initial application, assessment and approval information will inform the assessment by other jurisdictions. You must also comply with any specific jurisdictional requirements (e.g. in Western Australia and Queensland, training providers must be registered training organisations).

Approval to deliver HSR training in one jurisdiction does not guarantee approval in another.



3. Trainer qualifications

- 3.1 All trainers of approved HSR training must, as a minimum, have either:
- a Certificate IV in Training and Assessment – TAE40122 or TAE40116 (or equivalent) – and a minimum of two years relevant experience in a role where workplace health and safety were a major part of the position responsibilities, or
 - a Certificate IV in Training and Assessment – TAE40122 or TAE40116 (or equivalent) – and a relevant tertiary or vocational qualification in a field related to occupational or work health and safety (e.g. Graduate Diploma in Occupational Health and Safety).
- 3.2 You have a responsibility to ensure that your trainers:
- possess and retain knowledge of the entitlements, functions, powers and protections of an HSR under the WHS Act
 - undertake professional development activities to ensure their WHS industry experience and facilitation/training skills remain current.
- 3.3 All trainers you engage after gaining approval must hold the required qualifications and experience. You must seek SafeWork SA approval for new trainers prior to them delivering HSR training.

4. Conditions of approval

- 4.1 As well as the requirements outlined in Parts 2 and 3, approval is subject to meeting several conditions (refer 4.2 to 4.8).

SafeWork SA approved training providers must comply with these conditions and any amendments made to them over time. Additional conditions for training providers, trainers or course requirements may also be imposed.

Failure to comply with these conditions may result in temporary suspension or cancellation of all or part of your approval status or the approved course of training, or both.

4.2 Governance

You must possess, or have access to, the administration, resources and infrastructure necessary to comply with all general and any specific conditions of approval.

You must:

- ensure that only trainers with the requisite qualifications, skills and knowledge are engaged to deliver the approved course
- not 'sub-contract', or 'on-sell' their approved provider status to a third party to deliver an approved HSR training course
- provide a training evaluation form to each participant on completion of an approved course
- issue a certificate of attendance to each participant who completes an approved course of training within 10 working days of completion



- upload attendance records onto SafeWork SA's Customer Service Portal (access will be provided).

Certificates of attendance, as a minimum, must contain the following information:

- name of the approved HSR training course
- participant's full name
- date(s) of training attendance
- name of the trainer
- approved training provider's name and, if applicable, registered business name, ABN and SafeWork SA approval number
- date of issue of the certificate.

4.3 Interaction with SafeWork SA

You must:

- co-operate with all reasonable requirements for ongoing monitoring and quality assurance of approved courses and individual trainers (e.g. notification of future course dates)
- notify in writing within 14 days any change to your provider or trainer details, or any proposed substantial changes to course content or delivery method
- provide accurate and timely reporting, upon request, on:
 - the number and type of courses run per year
 - the number of HSRs attending training and certificates issued
 - participant details – name, PCBU, date of attendance
 - any other matters requested in writing by SafeWork SA
- assist in the conduct of any investigation into complaints received
- act with due diligence and in a manner consistent with stated requirements.

4.4 Record keeping

You must maintain the following records for seven years:

- all course training dates
- participant enrolment or registration forms
- documentary evidence of the dates each participant attended approved HSR training
- certificates of attendance and replacement certificates issued



- participant evaluation forms.
- Trainer C.V, qualifications and experience

4.5 Marketing accuracy and integrity

In your advertising and marketing materials you must:

- provide HSRs with information about their legislative entitlement to freedom of choice in selecting an approved training course
- ensure that promotion of approved training courses is accurate and consistent with that approval
- use the supplied SafeWork SA logo in accordance with any conditions of use provided.

4.6 Quality approved training

You must ensure that:

- all training is delivered in line with the underpinning principles prescribed in this document.
- participants start and finish the initial five-day training course within a six-month period, unless exceptional circumstances exist and SafeWork SA approves a longer period
- facilities, equipment and training materials are consistent with the delivery requirements contained in the approved course
- trainers undertake continuing development in WHS knowledge and training competence
- course materials remain current and technically accurate for the duration of the approval period
- workplace inspections are supervised
- access to legislative documents is provided.

4.7 Access and equity

To ensure access and equity you must:

- provide HSRs with training and support services aligned to their individual needs and adult learning principles
- have a transparent and accessible process for effectively and efficiently addressing HSR concerns or complaints about the administration and/or delivery of a course
- ensure the maximum number of participants attending each training session does not exceed 20, unless otherwise approved by SafeWork SA
- provide a replacement certificate of attendance, if requested, to anyone who has completed the training.



4.8 Auditing and investigation

You must co-operate with and assist SafeWork SA staff or its agents:

- when they observe or monitor the delivery of training to ensure quality and integrity
- in any audit of the approved training provider's conduct to ensure compliance with the approval conditions
- during any investigation of an allegation or complaint
- with any reasonable request for further information or assistance.

5. Renewal of approval

- 5.1 Applications to renew approved provider status must be made at least three months before the approval period expires.
- 5.2 Approved status remains until the application has been assessed and decision advised.
- 5.3 If it is deemed that you have not complied with the conditions and requirements of your approval your status will be suspended or cancelled.
- 5.4 If the provider has been audited by SafeWork SA, finalized any corrective actions, and are submitting the application as requested by SafeWork SA, they may submit a statement to that effect in lieu of completing the *HSR Training - Learning objectives matrix*.

6. Compliance monitoring and enforcement

- 6.1 To ensure that HSRs are receiving high quality training, SafeWork SA may conduct compliance monitoring in the form of audits or respond to a complaint about a training provider. This may involve:
 - attendance at a training session (at no cost) to ensure the course continues to meet the approval requirements
 - discussing training activities with trainers and participants
 - reviewing completed evaluation forms
- 6.2 Failure to comply with conditions of approval or reasonable requests from SafeWork SA may result in suspension or cancellation of the provider's approval status, or the approved course of training, or both.
- 6.3 SafeWork SA's intention to suspend or cancel a training provider's approval status or its course of training will be sent to the provider in writing at least seven business days before its decision is final. The approved training provider may be offered the opportunity to provide SafeWork SA with further information in that seven days before the approval status is suspended or cancelled.



7. Collection of personal information

- 7.1 Personal information collected by SafeWork SA is used to register, process, assess and evaluate each application as well as to verify the qualifications and experience of trainers.
- 7.2 Regulators may share information to administer, monitor or enforce compliance with the WHS Act.
- 7.3 If you seek approval to deliver HSR training in more than one jurisdiction, WHS regulators may share information contained in your application or obtained during the approval process.
- 7.4 Each approved training provider's contact details and a training calendar (to be provided by the approved training provider) will be published on the SafeWork SA website, providing HSRs with access to current dates of training.

8. Underpinning principles

The following underpinning principles, identified and adopted by all WHS regulators, ensure an effective and consistent approach to the development and delivery of HSR training courses across Australia.

8.1 No formal assessment

The intent of the training is to develop an HSR's skills so they can effectively represent their work group and exercise their powers and functions. The course is not intended to train HSRs to be health and safety professionals or fulfil the work health and safety obligations of a PCBU.

Formal assessment is therefore not part of the approved course of training and HSRs are not required to undertake an assessment.

8.2 Adult learning principles

Adults learn in different ways and bring a range of experiences and backgrounds to the learning environment. The course content and activities should integrate this experience and diversity and provide HSRs with the skills and knowledge to represent their work groups effectively.

Training delivery needs to provide participants with opportunities to contribute and reflect upon their own workplace experience.

8.3 Context

Most people like to see the relevance of what they are learning and how it relates to their work. Course content needs to help participants understand the link with their workplace experience or situation.

Activities need to be structured to enable participants to relate their skills and knowledge to industry-specific WHS issues.

8.4 Inclusiveness

To ensure inclusiveness for all participants, the following factors should be considered in course development:



- age
- gender
- cultural diversity
- disability
- language
- literacy level
- numeracy skills

The principles of plain English and gender-neutral language need to be adopted in training materials and delivery. This ensures that participants feel comfortable, confident and safe to interact with one another and participate fully in the learning.

8.5 Activity-based

Many adults are more likely to learn when they are actively involved rather than passively sitting and listening to a trainer presenting information.

A range of interactive activities (e.g. group work, case studies, workplace inspections) should be used so that participants can further develop and practice their knowledge and skills. They should be encouraged to actively engage with other participants to develop consultation skills and to co-operate and collaborate with other people.

8.6 Learning styles

The course content must cater for differences in learning styles as well as special needs. Using a variety of media (e.g. print, digital, audio) and activities

(e.g. trivia quizzes, games, role plays) will ensure all learning styles are accommodated.

8.7 Learner-centred

A learner-centred approach to training focuses on the achievements of the participant, rather than the intentions of the trainer.

Participants should be encouraged to engage with other HSRs to share their perspectives and experiences. They should also be provided with opportunities for self-reflection.

8.8 Safety commitment

The safety and welfare of participants must be considered when training content and activities are developed and delivered. You must ensure that you meet all WHS legislative requirements and commit to providing a safe and positive learning environment.

Participants should be encouraged to interact, question and challenge in a non-judgmental environment.



8.9 Delivery mode

Training should be delivered in a way that maximizes participation and engagement. To achieve this, training is ideally conducted face-to-face, allowing HSRs to interact and learn from each other. This mode of training delivery is defined as participants being in the same physical location (i.e. in the same room). However, where circumstances require it, online training can also be provided to ensure accessibility and continuity of learning.

8.10 Duration

Training course duration should be as follows:

- 5 day/first year – a minimum of 35 hours training over 5 days
- 3 day – a minimum of 21 hours training over 3 days
- 2 day – a minimum of 14 hours training over 2 days
- 1 day – a minimum of 7 hours training over 1 day.

All courses are to be conducted as 7-hour days, excluding breaks. It is suggested that one hour of breaks be spread throughout the day. Training can be delivered over consecutive days or split over a longer period in blocks of time of no less than 7 hours' duration.

9. Learning objectives and outcomes

Your course content must address each of the listed learning objectives, the associated learning outcomes, and expected learner applications as prescribed in the ***HSR Training - Learning objectives and outcomes guidelines***.

Please use the ***HSR Training - Learning objectives matrix*** to detail how your course content meets these requirements when applying for approval to deliver HSR training in South Australia.



HSR | SafeWork SA

For free information, advice and support please contact us:



1300 365 255



help.safework@sa.gov.au



safework.sa.gov.au



[@safeworksa](https://www.facebook.com/safeworksa)



Government
of South Australia

SafeWork SA

OFFICIAL